

# STATE OF ALABAMA

## ALABAMA BOARD OF NURSING — FY09 IT STRATEGIC PLAN WORKSHEET

IT MISSION	STAKEHOLDERS (Expectations)	STRENGTHS
<b>The mission of the ABN Information Technology Department is to be proactive, “bleeding-edge”, technology leaders by providing excellent and cost effective services to support the mission of the ABN, and to provide technology leadership throughout state agencies and the industry.</b>	<b>Customers</b> - service <ul style="list-style-type: none"> <li>ABN Staff</li> <li>Board Members</li> <li>Public</li> <li>Nurses</li> </ul> <b>Expectations</b> <ul style="list-style-type: none"> <li>Timely response</li> <li>Completion of project requests</li> <li>Technical help</li> <li>Provide equipment, support and training that works.</li> </ul>	<ul style="list-style-type: none"> <li>Creativity of staff</li> <li>Diversity of knowledge base.</li> <li>Supportive leadership</li> <li>Financial soundness of the agency.</li> </ul>
IT VISION		WEAKNESSES
<b>To become pro-active, “bleeding-edge” technology leaders providing excellent, cost-effective service to support our users and stakeholders.</b>	<b>Leaders</b> - accountability <ul style="list-style-type: none"> <li>Board</li> <li>Executive Director</li> <li>Governor’s Office and Legislature</li> </ul> <b>Expectations</b> <ul style="list-style-type: none"> <li>Accurate timely information about performance</li> <li>Directives are carried out</li> <li>Projects completed.</li> <li>Accurate data</li> </ul>	<ul style="list-style-type: none"> <li>Untapped potential of staff skills.</li> <li>Communication between users and IT staff.</li> <li>Unrealistic expectations expressed by leadership</li> <li>Current licensing database.</li> </ul>
VALUES		OPPORTUNITIES
<b>Security</b> <i>We are committed to providing and maintaining security of our agency’s data and systems</i>		<ul style="list-style-type: none"> <li>Training availability in the industry.</li> <li>External consultants and expertise.</li> <li>Advances in technology.</li> <li>Partnership with Alabama Interactive</li> </ul>
<b>Accountability</b> <i>We make fiscally responsible decisions based on experience and knowledge of the latest trends in technology. We are accountable to following policies, procedures and legal requirements. We are accountable for our actions, conduct and decisions.</i>	<b>Partners</b> - collaboration <ul style="list-style-type: none"> <li>Alabama Interactive</li> <li>ISD</li> <li>Vendors</li> <li>ABN Staff</li> <li>CE Providers</li> <li>Other state agencies</li> </ul> <b>Expectations</b> <ul style="list-style-type: none"> <li>Timely payment</li> <li>Respect and cooperation</li> <li>Accurate information</li> </ul>	
<b>Communication</b> <i>We value consistency in accurately processing, reporting and disseminating data and information services.</i>		
<b>Service</b> <i>We deliver effective, efficient and accurate resources to support ABN and its customers.</i>		
<b>Innovation</b> <i>We think outside the box in a creative environment to provide new, innovative solutions, using new technology and devices in a fun environment.</i>		
	WORKLOAD MEASURES	CRITICAL ISSUES
	# of user requests # of systems supported # of board requests # of requests about licensing transactions # projects completed	<ul style="list-style-type: none"> <li>Need for a collaborative relationship with ISD</li> <li>Need to help Personnel understand and adapt systems to facilitate the recruiting and selection of current technology talent</li> </ul>

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### KEY GOALS, STRATEGIES AND ACTION PLANS (1-4)

**G1: Remote Access Capabilities** – Provide remote access capability to users of our systems so that 95% can have remote access by 2013.

Obj1: 95% of all users will have remote capability by 2013. (% remote capable users)

**S1: Plan** – Determine remote users, bring up security access levels and cost.

A1. IT will meet with ABN Directors and supervisors to identify remote users, security levels and equipment needs associated with cost. (Andy) (2010)

**S2: Train** – Staff and users

A1. Set up a training room to train IT staff, remote user staff for testing purposes by 2011-12. (Andy)

**S3: Equip** – Remote software, hardware, security hardware and bandwidth for office and Remote users.

A1. Purchase necessary equipment and software for training and use for the IT staff by 2011 (Andy)

**G2: Customer Satisfaction** – We will provide reliable and economical service to staff and stakeholders achieving a level of satisfaction of 95% by 2009.

Obj1: 95% customer satisfaction by 2009 (% satisfied customers)

**S1: Train** - Cross training of IT Staff (Entire staff, FY 2010)

A1. Develop skill requirements.  
A2. Develop manuals.  
A3. Schedule training.  
A4. Provide training and evaluate.

**S2: Communicate** – communicate about update of changes and systems (Entire staff, immediately)

A1. Identify key communication problems and train staff in plans to resolve them.  
A2. Implement plans to improve communication through intranet, email and in person.

**S3: Improve Web Site** – Improve user friendliness of web site (R. Boyette, FY 2010)

A1. Conduct customer survey to identify needs for improvement of web.  
A2. Develop plan to improve web  
A3. Get feedback from users about improvements.

**G3: Business Continuity** – we will have 100% access to agency data by assigned staff if there is a system failure.

Obj1: 100% access by assigned staff upon system failure by 2010 (% access to agency data if emergency)

**S1: Plan** - Develop and test action plan by 2010.

A1. Meet with consultants and revise current plan.  
A2. Conduct tabletop and live test of plan.

**S2: Evaluate** - Evaluate additional needs and requirements.

A1. Review current plan to review current strengths weaknesses and needs.

**S3: Train** - Provide appropriate training to ABN employees (person responsible)

A1. Identify appropriate staff  
A2. Develop training materials.  
A3. Train staff.

**G4: Data Access** – all data will be easily accessible by end users in real time by 2010.

Obj1: 100% of data easily end user accessible by 2010 (% data real time accessible)

**S1: Evaluate** - Evaluate the feasibility of providing data access through both cost/benefit analysis and security analysis.

**S2: Off site center** – Set up an alternate DP Center to provide redundant, replicated database with seamless integration to live system.

A1. Obtain a site.  
A2. Equip site with computers. (Richard P. & Brad)  
A3. Set up replication (John/Richard P.)

**S3: Secure pass-through** - Secure pass-through for database with ISD

A1. Contact ISD. (Andy)

**S4: Canned Reports** - Provide canned reports to all staff

A1. Identify desired reports. (2009) (Richard P. & John).  
A2. Develop reports. (Richard P. & John)  
A3. Make reports available on intranet. (John/Richard P.)

**S5: Live Statistical Information** - Provide live statistical information on web sites.

A1. Purchase dashboard software. (Brad). (2010)  
A2. Determine information to present. (staff) (2010)  
A3. Develop queries and reports. (John/Richard P.) (2010)  
A4. Make information available. (Richard) (2010)

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G5: **Electronic Transactions** – 95% of all transactions and processes occur electronically.

Obj1: 95% of all transactions and processes occur electronically (% processes/transactions electronic)

S1: **Investigate** - Investigate workflow processes and software to identify areas for automation.

- A1. Will provides requirements (Genell)
- A2. Staff reviews, changes made, requisitions finalized. (Genell)
- A3. Match requirements to software (Richard and Brad)
- A4. Purchasing process or requisition requirements, including testing (Richard)

S2: **Purchase decision, ROI** - Analyze potential purchase in relation to the budget and ROI analysis.

- A1. Analyze budget and op plan (Ron)
- A2. Reallocate resources (Genell)
- A3. ROI (Richard, Brad)

S3: **Design** - Design user friendly online applications.

- A1. Find class (Richard P.)
- A2. Get approval (Ron)
- A3. Attend class (Richard/Ron)
- A4. Apply class theory (Richard/Ron)
- A5. Test, evaluate, revise as needed (Richard)